



Connecting cultures and creating community through music, arts
education and experiences to cultivate curiosity, preserve cultures
and promote global understanding.

theLEAF.org | 828. 68-MUSIC

Organization: LEAF Global Arts

Position: Customer Experience Manager

Posted: November 20, 2023 Position Start Date: *January 3, 2024*

Applications open until Position Filled.

Overview: LEAF Global Arts is located in downtown AVL on the historic Block with an engaging cultural arts experience as well as office. It is important that staff have an understanding of the history of the Block, engage in Diversity, Equity & Inclusion (DEI) training, and are dedicated to continued learning about other cultures and our community. LEAF started in 1995 as a world music and arts festival and has since grown into a non-profit serving the local and global community. LEAF opened its first brick & mortar space in February 2020 to merge what the organization does on a daily basis in communities around the world with the mission activation at nationally recognized signature events. The Customer Experience Manager is essential in merging our longtime various constituents along with new audiences, and place making at LEAF Global. We look forward to this person creating a positive, timely, engaging, effective, excellent KIND experience for LEAFers who attend our events, have youth in our programs, or those that just come to enjoy and experience LEAF at the Global Experience.

Position: Customer Experience Manager

This role is the heartbeat of the organization as they are the primary point of contact with LEAF Global Arts (LEAF) either through emails, website, phone or in person at LEAF Global Arts Experience (LEAF Global). A balance of strong organizational skills, creating new and updating SOPs, training and managing LEAF Global team members, and also proficient in all forms of communication while honoring LEAF values. The LEAF Associate Director supervises this role.

- Job Scope: Full time, which includes 3 annual signature events.
This position is primarily in-person at LEAF Global with up to 15 hours per week of virtual work.
- Pay & Benefits: Pay is Commensurate with experience starting at \$41k.
Annual Health Membership with Integrative Family Medicine (or equivalent stipend)
Time Off for 1st year of employment 32 Paid Days Off:
 - 5 days paid vacation • 10 days unpaid vacation • 6 Sick|Personal paid Days
 - Off on all major Holidays Per HR Manual.

Required Skills & Experience:

- Minimum of 3 years in a customer service or similar role
- Strong Google Workspace skills
- Basic general technical skills & knowledge to help troubleshoot technical issues
- Consistent with follow-through, self-motivated, and efficient with a kind, positive spirit.
- Experience with an arts or community non-profit organization **preferred not required*
- Basic marketing skills **Canva preferred not required*

LEAF CORE VALUES: We are driven by our mission • We advocate for equity • We act with openness & integrity • We support each other as agents of positivity, kindness & care. "We Got This" • We collaborate with purpose • We celebrate with gratitude.

PRIMARY RESPONSIBILITIES:

****** This key role has many nuances that cannot be fully captured and detailed in a simple job description. We encourage you to be open and ready for new experiences and opportunities!

- Customer Service & Care: Anyone engaging with LEAF for any type of services and engagement.
 - Providing customer service by phone, email, and in person.
 - Rental bookings contact.
 - Keeping Signage/Information Up to date & accessible.
- Global Experience
 - Welcome Team Staff Management
 - Maintaining & updating SOPs (Standard Operating Procedures), Training, Scheduling and overseeing.
 - Supporting Payroll and Budgeting in conjunction with CFO/Bookkeeper
 - Track and update data metrics that are needed for grants, RoI, and sustainability
 - Ordering and booking events according to the budget and needs of the space.
 - Ensure the Global Experience and LEAF Office is always ready to welcome guests, and all engagement stations are working ~~or~~ and/or have signage.
 - Facility set up and takedown for classes and special events as needed;
 - Open and close facility in accordance with procedures.
 - Operations & Tech oversight keeping things in working order (includes alarm system, screens, sound, copier, etc).
 - Inventory and ordering of office, cleaning and facility supplies.
 - Merchandise visioning, inventory and ordering.

HOW TO APPLY:

Email: Jennifer@theLEAF.org cc: education@theLEAF.org

Subject Line: "LEAF Global Arts Applicant". Include these 3 items:

1. Resume
2. Cover letter w/ 3 references
3. Link to a 3-minute video addressing the following:
 1. Why do you feel you'd be a great match for this LEAF role?
 2. How do you see LEAF can be a World Changer?
 3. What is an example of something impactful, creatively or organizationally, that you have created in a work environment?
 4. What is a life goal of yours that aligns with LEAF's mission?

NOTE ON VIDEO: Send a YouTube or web link of your video. Video can be made on a smartphone. It is informal, and ONLY shown to our Interview Committee. Each applicant's Video is assessed on the same standards. LEAF abides by NC Equal Opportunity Guidelines.

Thank you for your interest in joining the LEAF Global Arts team.

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